XRSounder Order Reservation Terms and Conditions

Thank you for joining us with bringing XRSounder to life, changing the way we detect and report on concrete delamination.

Because we are in the early stages of production, we have created these Order Reservation Terms to ensure complete transparency regarding how your order is handled. By making your upfront payment, you are securing your priority place in line. We deeply appreciate your early support and want you to feel confident and comfortable with your reservation.

1. Refund and Cancellation Policy

- **Before Your Order Ships:** We want you to feel completely comfortable with your reservation. You may cancel your pre-order at any time prior to dispatch for a 100% full refund simply by contacting us at support@xrsounder.com.
- **After Delivery (30-Day Window):** If you change your mind once you receive your XRSounder, we accept returns on unused products within 30 days of delivery. Once our Xradar warehouse team receives and inspects the item, we'll promptly process your refund.
- **Restocking and Shipping:** To help cover logistics, a flat 5% restocking fee applies to non-defective returns. Please note that original shipping charges are non-refundable, and you will be responsible for the return shipping costs.
- **Warranty & Defects:** If your XRSounder arrives with a defect or develops an issue, we've got you covered. We handle post-delivery defects exclusively through product exchange or warranty repair to ensure you get a fully functioning unit (please note, we do not offer monetary refunds for defective units after delivery).

2. Product Availability and Production Timeline

Bringing a new product to life takes time. By placing a reservation, you are securing a priority spot in line. Please keep in mind:

- While we are working hard to hit our targets, placing an order does not guarantee a specific delivery date.
- Production timelines may shift due to supply chain variables.

- Rest assured, your payment remains fully refundable up until the moment your order is dispatched.
- Orders will be prioritized based on a combination of the payment amount and the date the order was placed. Order placement does not guarantee delivery on a specific date.

3. Terms for Adjusting Order Details

Customers may modify their orders, including adjusting the volume of anticipated orders. This can be done by:

- Contacting our team at support@xrsounder.com
- Placing an additional order through www.xrsounder.com

4. Use of Customer Information

We value your privacy and adhere to strict data protection standards. For details on how we use your information, please refer to our Privacy Policy on Xradar.com.

5. Legal Disclaimer (Your Reservation Status)

Your upfront payment serves as a reservation for a future XRSounder unit. This does not constitute a final, binding sales contract until your product is ready for dispatch. If for any unforeseen reason production cannot proceed, XRSounder is not obligated to fulfill the order, and you will promptly receive a full, 100% refund of your payment.

6. Liability Limitation

XRSounder and its parent company Xradar BC Incorporated are not liable for delays, changes in production timelines, or adjustments to product specifications. These terms are aligned with local consumer protection laws to ensure fairness and transparency.

7. Applicable Laws

These terms and conditions are governed by the laws of the Province of British Columbia, Canada, under which XRSounder and Xradar BC Incorporated operates. By completing full payment, you agree to these governing laws.

8. Right to Decline or Cancel

We reserve the right to decline or cancel reservations at our sole discretion to avoid over-subscription, or due to unforeseen manufacturing constraints. If we must cancel your reservation, you will be notified immediately and fully refunded.

9. Non-Transferability

To ensure fairness for all our early supporters, reservations are non-transferable. We reserve the right to cancel any order we suspect is made in bad faith or for unauthorized resale.

10. Design and Specification Changes

Because the XRSounder is currently in early production, exact features, specifications, and design elements are subject to refinement and change prior to shipping as we optimize the final product.

11. International Shipping, Customs, and Duties

We are excited to be shipping the XRSounder to customers worldwide! Because tax and import laws vary significantly from country to country, please be aware of the following regarding international shipments:

- **Customer Responsibility:** All international orders are shipped Duties Unpaid (DDU). This means that the price you pay at checkout does not include local taxes, VAT, import duties, or customs clearance fees.
- **Payment of Fees:** As the recipient, you are responsible for paying any applicable import duties or taxes levied by your local customs authority once the shipment reaches your country.
- **Unclaimed or Refused Deliveries:** If a package is refused or undeliverable due to unpaid customs fees, it may be returned to us or abandoned. In the event of a return, the original shipping charges, the return shipping costs, and our standard 5% restocking fee will be deducted from your refund.
- **Return Shipping and Customs:** Should you choose to return your unused XRSounder within the 30-day window, you are responsible for arranging and paying for return shipping to our Canadian warehouse. Please ensure all customs documentation is clearly marked as **"Returned Goods"** to avoid unnecessary import fees. If XRSounder is billed for any customs duties, taxes, or courier

brokerage fees upon the product's re-entry into Canada, these exact costs will be deducted from your final refund amount.

If you are concerned about the value of these taxes, we recommend checking with your local customs office for estimated import costs before your order is ready to dispatch so there are no surprises when your XRSounder arrives.

12. Accuracy of Information

It is your responsibility to keep your shipping and contact information up to date. XRSounder is not liable for delays or missed deliveries caused by inaccurate or outdated customer information.

13. Confirmation of Agreement

By submitting full payment, you confirm that you have read and agreed to these terms and conditions. Customers must check a box acknowledging this agreement before completing their payment.